



# COMMONWEALTH of VIRGINIA

Department of Health

M. NORMAN OLIVER, MD, MA  
STATE HEALTH COMMISSIONER

PO BOX 2448  
RICHMOND, VA 23218

TTY 7-1-1 OR  
1-800-828-1120

[Date]

Dear Client,

By participating in one of the Virginia Department of Health's (VDH) medication assistance programs, an update of your eligibility is **required every 6 months**. You can update your eligibility by using the new web portal, [vacare.providecm.net](http://vacare.providecm.net). On the portal, select **Submit Application/Recertification** to complete your update online. You can submit proof of income, insurance card copies, and other documents in this portal. **This portal should only be used for eligibility updates for the medication assistance program.**

Your eligibility update must be received by [due date] or you will be removed from the medication assistance program.

If you are unable to use the web portal to submit your update, please contact the Eligibility and Medication Call Center at **1-855-362-0658** or your medical provider.

Sincerely,

Virginia Department of Health